



CONSULTING EXCELLENCE DECLARATION

DMW Submission for 2020



ABOUT DMW

Founded in 1989, we deliver and assure complex IT projects for the world's leading firms. Clients trust us to deliver when the risks are high because we are genuinely independent, we don't give up easily, and we know that it's the people, not the technology, that determine the success of our client's projects.

We pride ourselves on our values, described here, and which help bring to life our commitment to the standards described by the Management Consultancies Association's (MCA) Consulting Excellence scheme.

OUR DECLARATION

DMW is committed to the Management Consultancies Association (MCA) Consulting Excellence Scheme, which requires the highest standards of ethical behaviour, client service, and professionalism. We demonstrate these standards through the Nine Principles of Consulting Excellence contained in this document.

OUR VALUES



Intellect

DMW consultants have highly developed technical, business and emotional intelligence that enables them to manage, lead and inspire others at every level.



Integrity

We give clients challenging advice that can be at odds with our commercial gain. Our integrity forges enduring relationships built upon mutual respect and trust.



Pragmatism

We take time to understand the issues surrounding a project and apply real-world pragmatism to define an effective solution.



Tenacity

Our consultants take personal pride in driving a project through to a successful conclusion, overcoming any obstacles along the way.



Personal touch

Every client and every project is different. By matching our expertise to each project, we deliver a tailored solution that exceeds expectations.

ETHICAL BEHAVIOUR AT DMW

Working with clients, partners, employees and other stakeholders in an ethical way.

1 We are responsible and good citizens.

As a firm, we are committed to corporate social responsibility, and have a dedicated team that is organised and run by people from across DMW with a particular passion for supporting charities and local communities.

As a group of diverse, kind and caring humans, many of us use our skills and experience to give back to society and to support others.

2 We conduct our business ethically.

Everyone at DMW is accountable for their actions both as individuals and, as representatives of the company. Nobody is authorised to engage in, or condone unethical or illegal action, or to direct others to do so.

We also encourage our employees be aware of the damage caused by questionable conduct, even if innocent by intent.

3 We foster an ethical culture.

Our Code of Ethics applies to all DMW employees and affirms our commitment to ethical behaviour in all our activities.

These seven principles have helped us earn the respect and success we enjoy today: Independence, Honesty, Transparency, Reliability, Legality, Fairness, and Responsibility.

We are driven by doing the right thing for our clients, our people, our communities and wider society. That's why integrity is a core DMW value, and why we adopt a people-first approach to managing our business.

CLIENT SERVICE AND VALUE AT DMW

Promoting the highest standards of client service and value.

4 We provide excellent consulting services which deliver the outcomes clients seek and need.

DMW consultants have highly developed technical, business and emotional intelligence that enables them to manage, lead and inspire others at every level. We take time to understand the issues surrounding a client engagement and apply real-world pragmatism to define an effective solution.

Every client and engagement is different. By matching our expertise to each project, we deliver a tailored solution that exceeds expectations.

5 We are transparent with clients and respond to their concerns.

Our business is built on mutual respect and trust; this is driven by our expert capabilities as well as our integrity and personal touch.

Our clients trust us to be honest with them, even if our advice is challenging or at odds with our commercial gain. As a result, our people forge enduring relationships with our clients that benefit both them and us.

6 We always strive to improve the value we can deliver to our clients.

DMW consultants take personal pride in delivering value to our clients. We dig deep when things get tough and put in the personal effort to show others what is possible. Tenacity lies at the core of what it means to be part of DMW.

We measure success by the quality of the relationship we establish with our clients. Their success is, and always will be, our success.

DMW is one of the UK's leading independent management consultancies specialising in the design, delivery and implementation of digital transformation programmes. Our clients trust us - that's why 80% of our business is from repeat custom and why we attract the attention of some of the world's biggest brands.

PROFESSIONAL DEVELOPMENT AT DMW

Developing the capabilities of our consultants, providing career development opportunities and supporting the welfare of our people.

7 We undertake training and professional development planning each year.

Everyone at DMW follows an annual performance cycle that focuses on tailoring their training, development and progression plan for the year ahead.

Peoples' development plans are unique, however each year we set strategic development targets in response to industry demands. For example in 2020 we're aiming for 90% of our consultants to achieve a relevant cloud, data and digital accreditation.

8 We promote strong core consulting capabilities and specialisms in our consultants and teams.

All DMW consultants undertake a rigorous programme of consulting training to develop the broad set of skills needed for a well-rounded and adaptable consultant.

But we are not a team of generalists – each person has their areas of specialism and a generous annual training budget allows them to continually develop a depth of expertise.

9 We support our employees' career progression, professional development and welfare.

DMW is a people business, and we manage and grow our organisation by putting our people first – their growth is DMW's growth.

We want our people to achieve their potential and to deliver the best outcomes for our clients. DMW is a caring and supportive place and that's why we've been voted a Great Place to Work year after year.

We recognise that success or failure of a project is almost always down to the people involved. That's why our consultants have the expertise, project management and people skills to ensure the success of any project that comes our way.

CONSULTING EXCELLENCE AT DMW

Get in touch to find out more about DMW, our services, our people, and our commitment to consulting excellence.

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